




Chronic Care Initiative

"Where are we, and where are we going?"

C. Ty Reidhead
10/25/07

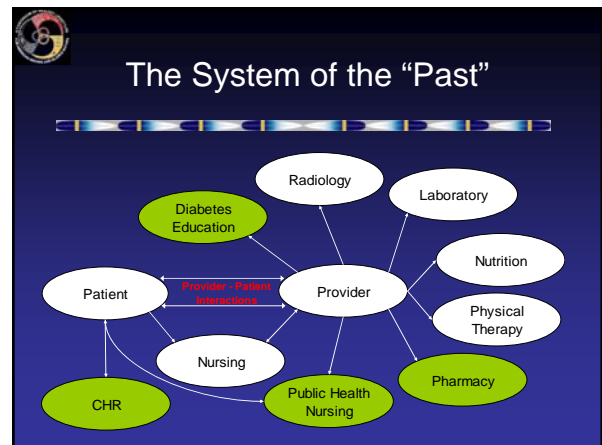

"Every system is perfectly designed to get the results it gets."

- Donald Berwick, IHI's President and CEO



Where are we?


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- Finances have responded to facilitate this Acute Care management

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Model for Improvement

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Change ≠ Improvement




Chronic Care Initiative

Aim

The health status of patients and populations affected by chronic conditions will be improved and the prevalence and impact of those conditions will be reduced.

- The Care Model
- Innovations in Planned Care for the Indian Health System
- Improvement across multiple chronic conditions instead of disease focused improvement
- Seek Tribal and Community involvement in changes
- Support other innovative efforts of improvement

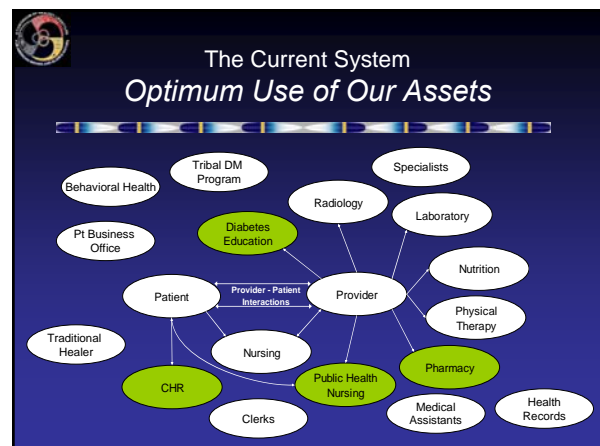
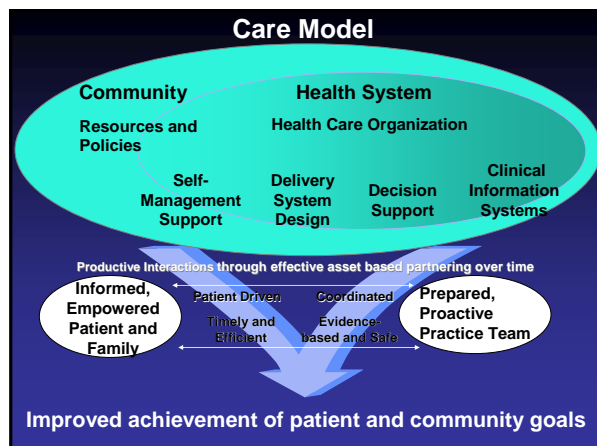


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Care Team

Small, interdependent group of people who work together (regularly) to provide care for specific group of patients.

- ### Established Priorities
- **Improve continuity**
 - Leadership support for improvement
 - Train staff in communication skills, etc.
 - Train the workforce in methods and tools for improvement
 - Use focus groups and/or surveys to understand what the patients need and want
 - Develop and optimize the Care Team
 - Community members are a part of the improvement team
 - Describe the patients role in managing their health
 - Every patient has a plan
 - Establish standard protocols and care processes to move work away from the provider
 - Improve flow and reduce waste
 - Manage patients and populations proactively
 - Have information available at the time of the encounter
 - Provide timely automated reminders